

IM Board Meeting Minutes 16 July 1999

Goal:

Discuss IM Board issues with respect to the draft update of the SC HQS IM Strategic Plan. Incorporate changes in to the draft update of the SC HQS IM Strategic Plan that resolves issues.

Strategic Plan:

IM Approved and ready for the ESC approval. Some issues to address are:

- Discuss the strategic plan with an outside group during next year's update
- Clarify the sub-bullets within the plan
- Show ESC Board Technology Projects / dependencies for 1 to 2 years
- Make the Plan a working plan
 - Measurables that can be pointed to
 - Cost / Performance Measures
 - Provide Matrics
- Complete a best in class
- Keep SPA funded for continued efforts

IMSC:

Inform the Board when the IMSC briefing is ready for viewing. Some issues to address are:

- Accelerate the Budget package
 - Await the IMSC team approval
 - You can have it sooner if you increase the funds to get it sooner.

Filed Offices:

Initial meeting on the 15th of July, several issues came out of the meeting with the IM Board asking to address the following:

- Provide a briefing on what the field offices are doing
 - How are they going to be involved
 - Who is going to pay for there Plans

Other Issues:

The need for to define the criteria for CIO / Corporate rollout of products

- What is the definition of a CIO / Corporate project
- Who determines how they are implemented
- Were is the feedback on how it was accepted

Guidance on rollout of new technology with the Office of Science

- When the old technology is turned off how are the customers notified
- What is the procedure for implementation

Closing Statement (Peggy Burris):

There are several IM action items to be addressed:

- Develop a Document Management team in the new FY made up of IM & ESC members to address:
 - Document concurrence routing to be in place sooner than scheduled
- Review the use and feasibility of Travel Manager:
 - Corporate issue
 - Keep records of difficulties
 - Have the IM board to formally say it is unhappy with system to the ESC / Corporate community.
- Recommit to Supporting Strategic Information Management
 - Provide adequate resources to ensure success
 - Annually measure effectiveness of meeting SC's corporate business needs and deployment efforts
 - Effectively communicate benefits / deployment strategy with SC employees
 - Expand scope of SC employee involvement to avoid pre-SIP philosophy
 - Establish an internal SC Customer Information Advisory Group
 - Solicit volunteers from the AD & OD (s)
 - Make an IM Board member the Champion with a well informed alternate
 - Re-evaluate process effectiveness and conformance to original plan of actions
 - ESC to receive Quarterly status reports
- Communicate better with customers
 - Proactively seek ways to identify customer needs and resolve complaints
 - Revive and implement a customer service plan
 - Assure programs implement a customer complaint resolution process
 - Quarterly discuss complaints at ESC meetings to identify common situations where changes to SC process might alleviate them or other avenues should be taken

- Use the SC Home page to publish results of workshops and other avenues used that demonstrates SC is seeking customer input
- Improve process of setting expectations for laboratories
 - Require that Memoranda of Agreement be established between all HQ / Field parties outline how the expansions of guidelines are to be handled.
 - Keep the Lead Program Secretarial Officer aware of additional requirements